

Amendments to the Claims

Please replace all prior versions and listings of claims with the following listing of claims.

LISTING OF CLAIMS:

1-3. (Cancelled)

4. (Currently Amended) A method of monitoring a state of a service supported by a network, wherein the network includes a plurality of network components, wherein the service supports a business process under service level management in association with a service level management domain, the method comprising the steps of:

selecting one or more network components on which the service depends from among the plurality of network components;

mapping the one or more selected select network components from the plurality of network components on which the service depends to the service;

monitoring the one or more selected select network components to determine the state of the service;

monitoring the state of the service to detect a change in the state;

when the state of the service changes, determining a cause of the change in the state of the service by performing an action, the action comprising one or more of:

invoking a routine to determine an operational characteristic of at least one of the selected network components,

constructing a database query of to determine the operational characteristic of at least one of the one or more select selected network components, and

requesting a change to one or more parameters of at least one of the one or more select selected network components.

5-12. (Cancelled)

13. **(Currently Amended)** A method for monitoring a service, the service supporting a business process under service level management in association with a service level agreement, wherein the service is monitored by an enterprise management system, wherein the business process depends on at least a portion of a network, the method comprising the steps of:

mapping associating a at least one component of the network on which the service depends to the service ~~supporting the business process under service level management in association with the service level agreement;~~

monitoring, at the enterprise management system, a at least one parameter of the ~~associated~~ mapped network component, the at least one parameter indicating an operational characteristic of the network component that is indicative of a state of the service, wherein the state of the service is indicative of a current level of service relative to an agreed upon level of service in the service level agreement;

determining, at the enterprise management system, the state of the service from the parameter of the monitored network component; and

monitoring, at the enterprise management system, the state of the service to provide service level management for the business process that indicates the current level of service relative to the agreed upon level of service.

14. **(Previously Presented)** The method of claim 13, wherein the method further comprises a step of, associating a parameter of the service with a parameter of the associated network component, the service parameter comprising a variable having a state which represents an operational characteristic of the service provided by the network.

15. **(Previously Presented)** The method of claim 14, wherein the method further comprises a step of, determining a value for the service parameter from the value of the associated network component parameter.

16. **(Previously Presented)** The method of claim 13, wherein the method further comprises a step of, invoking a mathematical simulation of the service to determine the state of the service.

17. **(Previously Presented)** The method of claim 13, wherein the method further comprises a step of, invoking a reasoning mechanism to determine the state of the network component.

18. **(Previously Presented)** The method of claim 13, wherein the method further comprises a step of, associating an agent with the monitored network component to generate an alarm when a value of a parameter of the monitored network component crosses a threshold.

19. **(Previously Presented)** The method of claim 13, wherein the method further comprises a step of, selecting a rule from a repository of rules associated with the state of the service, wherein the rule indicates an action based on the state of the service.

20. **(Previously Presented)** The method of claim 19, wherein the method further comprises a step of, invoking the action to implement the selected rule.

21. **(Previously Presented)** The method of claim 19, wherein the action comprises a step of, modifying a data structure having a representation of the operational characteristic of the service.

22. **(Previously Presented)** The method of claim 19, wherein the action comprises a step of, invoking a database query to determine the operational characteristic of the network component.

23. **(Previously Presented)** The method of claim 19, wherein the action comprises a step of, invoking a second reasoning mechanism to determine the operational characteristic of the network component.

24. **(Previously Presented)** The method of claim 19, wherein the action comprises a step of, invoking a routine to determine the operational characteristic of the network component.

25. **(Previously Presented)** The method of claim 20, wherein the reasoning mechanism comprises a step of, selecting rules from the rule repository and invoking actions to implement the selected rules until the service achieves a desired state.

26. **(Previously Presented)** The method of claim 14, wherein the service parameter represents at least one or more of the following operational characteristics of the service:

- availability;
- reliability;
- usability;
- integrity;
- security;
- performance;
- configuration; and
- status.

27. **(Currently Amended)** A system for monitoring a service, the service supporting a business process under service level management in association with a service level agreement, wherein the service is monitored by an enterprise management system, wherein the business process is performable in connection with at least a portion of a network, the system comprising:

a mapping mechanism for ~~associating~~ mapping a component of the network on which the service depends to the service ~~supporting the business process under service-level management in association with the service-level agreement~~;

a monitoring mechanism for monitoring a at least one parameter of the ~~associated~~ mapped network component at the enterprise management system, the at least one parameter indicating an operational characteristic of the network component that is indicative of a state of the service, wherein the state of the service is indicative of a current level of service relative to an agreed upon level of service in the service level agreement;

a reasoning mechanism for determining, at the service management system, the state of the service from the parameter of the monitored network component; and

a service monitoring mechanism for monitoring, at the service management system, the state of the service supporting the business process to provide service level management of the business process that indicates the current level of service relative to the agreed upon level of service.

28. **(Previously Presented)** The system of claim 27, wherein the mapping mechanism associates a parameter of the service with the parameter of the associated network component, the service parameter comprising a variable having a state which represents an operational characteristic of the service provided by the network.

29. **(Previously Presented)** The system of claim 28, wherein a value for the service parameter is determined from a value of the parameter of the associated network component.

30. **(Previously Presented)** The system of claim 27, wherein the reasoning mechanism comprises a rule-based reasoning system for determining the condition of the service.

31. **(Previously Presented)** The system of claim 27, wherein the reasoning mechanism comprises a model-based reasoning system for determining the condition of the service.

32. **(Previously Presented)** The system of claim 27, wherein the reasoning mechanism comprises a case-based reasoning system for determining the condition of the service.

33. **(Previously Presented)** The system of claim 27, wherein the reasoning mechanism comprises a state-transition graph reasoning system for determining the condition of the service.

34. **(Previously Presented)** The system of claim 27, wherein the reasoning mechanism comprises a codebook reasoning system for determining the condition of the service.

35. **(Previously Presented)** The system of claim 27, wherein the reasoning mechanism determines the condition of the service from a mathematical simulation of the service.

36. **(Previously Presented)** The system of claim 28, wherein the system further comprises, an agent associated with the monitored network component to generate an alarm when the value of the parameter of the monitored network component crosses a threshold.

37. **(Previously Presented)** The system of claim 27, wherein the reasoning mechanism comprises:

 a data structure holding a representation of an operational characteristic of the service;

a rule repository having a rule indicating an operation based on the state of the service; and

an inference mechanism selecting the rule from the rule repository applicable to the state of the service.

38. **(Previously Presented)** The system of claim 37, wherein the inference mechanism invokes the operation to implement the selected rule.

39. **(Previously Presented)** The system of claim 37, wherein the operation modifies the representation of the service in the data structure.

40. **(Previously Presented)** The system of claim 37, wherein the operation invokes a query to a database to determine the operational characteristic of the network component.

41. **(Previously Presented)** The system of claim 37, wherein the operation invokes a second reasoning mechanism to determine the operational characteristic of the service.

42. **(Previously Presented)** The system of claim 37, wherein the operation invokes an inspection of the operational characteristic of the network component.

43. **(Previously Presented)** The system of claim 37, wherein the inference mechanism selects rules from the rule repository and invokes operations to implement the selected rules until the service achieves a desired condition.

44. **(Previously Presented)** The system of claim 28, wherein the service parameter represents one or more of the following operational characteristics of the service:

availability;

reliability;

usability;
integrity;
security;
performance;
configuration; and
status.

45. **(Previously Presented)** The system of claim 27, wherein the network component comprises a transmission device.

46. **(Previously Presented)** The system of claim 27, wherein the network component comprises a transmission line.

47. **(Previously Presented)** The system of claim 27, wherein the network component comprises a computer system.

48. **(Previously Presented)** The system of claim 27; wherein the network component comprises an application.

49. **(Currently Amended)** A computer program product comprising a computer-readable medium having computer logic recorded thereon for enabling a processor in a computer system to monitor a service, the service supporting a business process under service level management in association with a service level agreement, wherein the service is monitored by an enterprise management system, wherein the business process depends on at least a portion of a network, the computer program adapted to cause the computer system to perform the steps of:

mapping associating a at least one component of the network on which the service depends to the service supporting the business process under service level management in association with the service level agreement;

monitoring, at the enterprise management system, a at least one parameter of the ~~associated~~ mapped network component, the at least one parameter indicating an operational characteristic of the network component that is indicative of a state of the service, wherein the state of the service is indicative of a current level of service relative to an agreed upon level of service in the service level agreement;

determining, at the service management system, the state of the service from the parameter of the monitored network component; and

monitoring, at the service management system, the state of the service to provide service level management for the business process that indicates the current level of service relative to the agreed upon level of service.

50. **(Previously Presented)** The computer program product of claim 49, wherein the computer system further performs a step of, associating a parameter of the service with a parameter of the associated network component, the service parameter comprising a variable having a state which represents an operational characteristic of the service provided by the network.

51. **(Previously Presented)** The computer program product of claim 49, wherein the computer system further performs a step of, determining a value for the service parameter from the value of the associated network component parameter.

52. **(Previously Presented)** The computer program of claim 49, wherein the computer system further performs a step of, invoking a mathematical simulation of the service to determine the state of the service.

53. **(Previously Presented)** The computer program of claim 49, wherein the computer system further performs a step of, invoking a reasoning mechanism to determine the state of the service.

54. **(Previously Presented)** The computer program of claim 49, wherein the computer system further performs a step of, associating an agent with the monitored network component to generate an alarm when a value of a parameter of the monitored network component crosses a threshold.

55. **(Currently Amended)** The ~~the~~ computer program of claim 49, wherein the computer system further performs a step of, selecting a rule from a repository of rules associated with the state of the service, wherein the rule indicates an action based on the state of the service.

56. **(Currently Amended)** The ~~the~~ computer program of claim 55, wherein the computer system further ~~Performs~~ performs a step of, invoking the action to implement the selected rule.

57. **(Previously Presented)** The computer program of claim 55, wherein the computer system further performs a step of, modifying a data structure having a representation of the operational characteristic of the service.

58. **(Previously Presented)** The computer program of claim 49, wherein the computer system further performs a step of, invoking a database query to determine the operational characteristic of the network component.

59. **(Previously Presented)** The computer program of claim 53, wherein the computer system further performs a step of, invoking a second reasoning mechanism to determine the operational characteristic of the network component.

60. **(Previously Presented)** The computer program of claim 49, wherein the computer system further performs a step of, invoking a routine to determine the operational characteristic of the network component.

61. **(Previously Presented)** The computer program of claim 49, wherein the computer system further performs a step of, selecting rules from the rule repository and invoking actions to implement the selected rules until the service achieves a desired state.

62. **(Previously Presented)** The computer program of claim 49, wherein the service parameter represents one or more of the following operational characteristics of the service:

- availability;
- reliability;
- usability;
- integrity;
- security;
- performance;
- configuration; and
- status.